



**Job Title:** CloudOps Engineer

**Job Type:** Permanent, Full-Time

**Reporting to:** Manager, Technology Operations

**Summary:**

The CloudOps Engineer is passionate about technology and has experience with both traditional on-premises systems as well as cloud environments. The CloudOps Engineer is responsible for maintaining secure and reliable operation of the company systems and network. They will oversee system and network design, implementation, organization, and troubleshooting. They will provide hands-on technical support to end users of Bennington, and monitor, maintain and support network and system performance.

The incumbent is a self-starter who “owns” the product(s), knows inherently what is required to be successful in the role and has the leadership skills to engage others within the organization to help drive our business forward.

**Key Responsibilities:**

- Work closely with architects and SME to Design, build and deliver infrastructure required for various project teams.
- Interface with end users, outsourced consultants, project teams and vendors in determining the most appropriate installation.
- Design, specify and document WAN/LAN configurations according to organizational policies and requirements.
- Support change management process to manage infrastructure deployments, software releases, patching and changes to production configurations.
- Install, upgrade, and support technical equipment including but not limited to servers, virtual machines, routers, and switches.
- Perform software and firmware updates according to regular maintenance schedule.
- Perform and test backups, participate and execute Disaster Recovery testing.
- Monitor network performance, performing checks of business-critical production systems.
- Implement best practices for IaC, GitOps and Immutable infrastructure, develop documentation and a body of knowledge, assuring that the team produces high quality work on a tight schedule that meets requirements.
- Enforce security policies to protect company equipment and data.
- Create and update documentation including diagrams, SOPs, worklists, inventory, and configuration.

- Provide after-hours support as required on emergency basis and for projects scheduled outside of business hours.

**Requirements:**

- Strong network and server troubleshooting skills
- Strong problem-solving skills and strong passion for building resilient cloud infrastructure
- Coordination and organization skills
- Strong Analytical skills and moderate strategic planning
- Experience with Terraform, Ansible, Azure DevOps preferred
- Both a team player and self-directed

**Qualifications:**

- Minimum requirement: College Diploma in computer science, software engineering, technology or equivalent with at least 4+ years in Cloud Engineering
- Strong facilitation, negotiation, and consultation skills, including the ability to communicate effectively both verbally and in writing at all levels of the organization.
- Familiar with Infrastructure-as-Code, container-based development, GitOps and Immutable infrastructure.
- Industry courses/certifications: Microsoft, CompTIA or Cisco certifications considered an asset.
- ITIL Service Management exposure/knowledge/certification is also considered an asset.
- 4+ years of experience administering a corporate network, including:
  - Windows Server, Active Directory
  - Microsoft Exchange
  - SQL Server
  - DNS, IIS, VPN
  - LANs, Firewalls, L2/L3 Switches
  - Azure Cloud, GIT and DevOps
  - Windows Security